NEBOSH International General Certificate in Occupational Safety and Health
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Element 2: Health & Safety Management Systems 1 - Policy.

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Specific intended learning outcomes.

The intended learning outcomes of this Element are that candidates will be able to:

> 2.1 Outline the key elements of a health and safety management system;
> 2.2 Explain the purpose and importance of setting policy for health and safety;
> 2.3 Describe the key features and appropriate content of an effective health and safety policy

Sources of reference:

- Guidelines on Occupational Safety and Health Management Systems (ILO-OSH 2001) ISBN-0-580-37805-5.
- Occupational Health and Safety Assessment Series (OHSAS 18000): Occupational Health & Safety.
- Management Systems OHSAS 18001:2007 ISBN-0-580-50802-8, OHSAS 18002:2008 ISBN 9780-580-61674-7.

Recommended tuition time:

Recommended tuition time for this unit is not less than 4 hours.

2.1 Introduction.

The positive impact of introducing occupational safety and health (OSH) management systems at the *organisation* [1] level, both on the reduction of hazards and risks and on productivity, is now recognised by governments, employers and workers.

These guidelines on OSH management systems have been developed by the International Labour Organization (ILO) according to internationally-agreed principles defined by the ILO's tripartite constituents. This tripartite approach provides the strength, flexibility and appropriate basis for the development of a sustainable safety culture in the *organisation.* The ILO has therefore developed voluntary guidelines on OSH management systems which reflect ILO values and instruments relevant to the protection of workers' safety and health.

The practical recommendations of these guidelines are intended for use by all those who have responsibility for occupational safety and health management. They are not legally binding and are not intended to replace national laws, regulations or accepted standards. Their application does not require certification.

The employer is accountable for - and has a duty to organise - occupational safety and health. The implementation of an OSH management system is one useful approach to fulfilling this duty. The ILO has designed these guidelines as a practical tool for assisting *organisations* and competent institutions as a means of achieving continual improvement in OSH performance.

[1] *See glossary for definition.*

2.1.1 ILO Guidelines - Objectives.

These guidelines should contribute to the protection of workers from hazards and to the elimination of work-related injuries, ill-health, diseases, incidents and deaths.

At national level, the guidelines should:

- (a) be used to establish a national framework for OSH management systems, preferably supported by national laws and regulations;
- (b) provide guidance for the development of voluntary arrangements to strengthen compliance with regulations and standards leading to continual improvement in OSH performance; and
- (c) provide guidance on the development of both national and tailored guidelines on OSH management systems to respond appropriately to the real needs of organisations, according to their size and the nature of their activities.

At the level of the organisation, the guidelines are intended to:

- (a) provide guidance regarding the integration of OSH management system elements in the organisation as a component of policy and management arrangements; and
- (b) motivate all members of the organisation, particularly employers, owners, managerial staff, workers and their representatives, in applying appropriate OSH management principles and methods to continually improve OSH performance.

2.1.2 National Policy.

A competent institution or institutions should be nominated, as appropriate, to formulate, implement and periodically review a coherent national policy for the establishment and promotion of OSH management systems in organisations. This should be done in consultation with the most representative organisations of employers and workers, and with other bodies as appropriate.

The national policy on OSH management systems should establish general principles and procedures to:

- (a) promote the implementation and integration of OSH management systems as part of the overall management of an organisation;
- (b) facilitate and improve voluntary arrangements for the systematic identification, planning, implementation and improvement of OSH activities at national and organisation levels;
- (c) promote the participation of workers and their representatives at organisation level;
- (d) implement continual improvement while avoiding unnecessary bureaucracy, administration and costs;
- (e) promote collaborative and support arrangements for OSH management systems at the organisation level by labour inspectorates, occupational safety and health services and other services and channel their activities into a consistent framework for OSH management;
- (f) evaluate the effectiveness of the national policy and framework at appropriate intervals;
- (g) evaluate and publicise the effectiveness of OSH management systems and practice by suitable means; and
- (h) ensure that the same level of safety and health requirements applies to contractors and their workers as to the workers, including temporary workers, employed directly by the organisation.

With a view to ensuring the coherence of the national policy and of arrangements for its implementation, the competent institution should establish a national framework for OSH management systems to:

- (a) identify and establish the respective functions and responsibilities of the various institu-

tions called upon to implement the national policy, and make appropriate arrangements to ensure the necessary coordination between them;

- (b) publish and periodically review national guidelines on the voluntary application and systematic implementation of OSH management systems in organisations;
- (c) establish criteria, as appropriate, for the designation and respective duties of the institutions responsible for the preparation and promotion of tailored guidelines on OSH management systems; and
- (d) ensure that guidance is available to employers, workers and their representatives to take advantage of the national policy.

The competent institution should make arrangements and provide technically sound guidance to labour inspectorates, OSH services and other public or private services, agencies and institutions dealing with OSH, including health-care providers, to encourage and help organisations to implement OSH management systems.

2.1.3 National Guidelines.

National guidelines on the voluntary application and systematic implementation of OSH Management Systems should be elaborated, taking into consideration national conditions and practice.

There should be consistency between the ILO guidelines, the national guidelines and the tailored guidelines, with sufficient flexibility to permit direct application or tailored application at the organisation level.

2.1.4 Tailored Guidelines.

Tailored guidelines reflecting the overall objectives of the ILO guidelines should contain the generic elements of the national guidelines and should be designed to reflect the specific conditions and needs of organisations or groups of organisations, **taking into consideration particularly:**

- (a) Their size (large, medium and small) and infrastructure; and
- (b) The types of hazards and degree of risks.

The links between the national framework for OSH management systems (OSH-MS) and its essential elements are illustrated in figure 1.
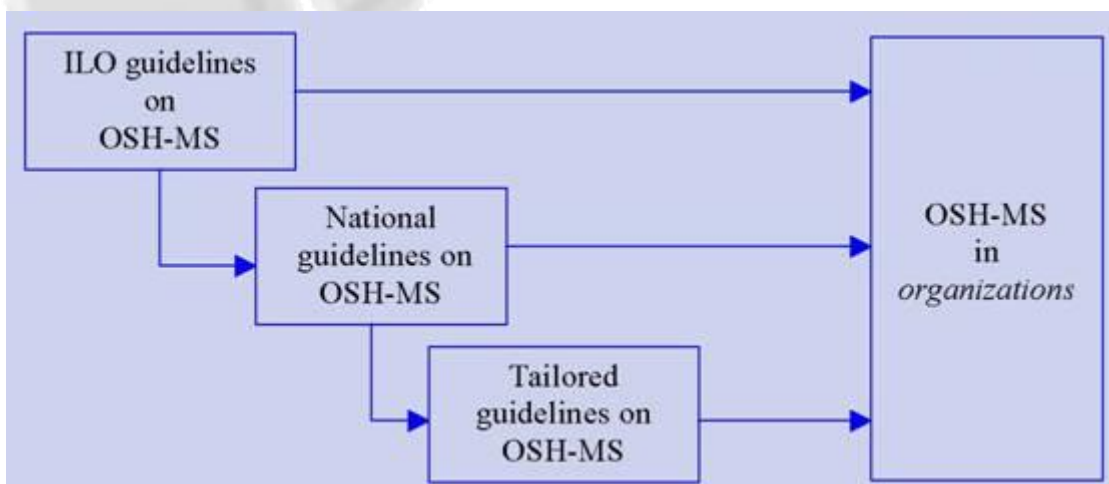

Figure 1. Elements of the national framework for OSH management systems.

The occupational safety and health management system in the organisation.

Occupational safety and health, including compliance with the OSH requirements pursuant to national laws and regulations, are the responsibility and duty of the employer. The employer should show strong leadership and commitment to OSH activities in the organisation, and make appropriate arrangements for the establishment of an OSH management system. The system should contain the main elements of policy, organising, planning and implementation, evaluation and action for improvement.

2.1.5 The Key Elements of a Health & Safety Management System.

This section summarises the elements of a Health and Safety Management System using key messages from the UK publication Successful Health and Safety Management (HSG65) as well as OHSAS 18001.

These retain the well received framework for managing health and safety, as well as providing improved guidance on:

- Planning for health and safety;
- Accident and incident investigation;
- Health and safety auditing.

This section also explains what is involved in good management of health and safety, although this is only in brief as these elements will be covered further in other units.

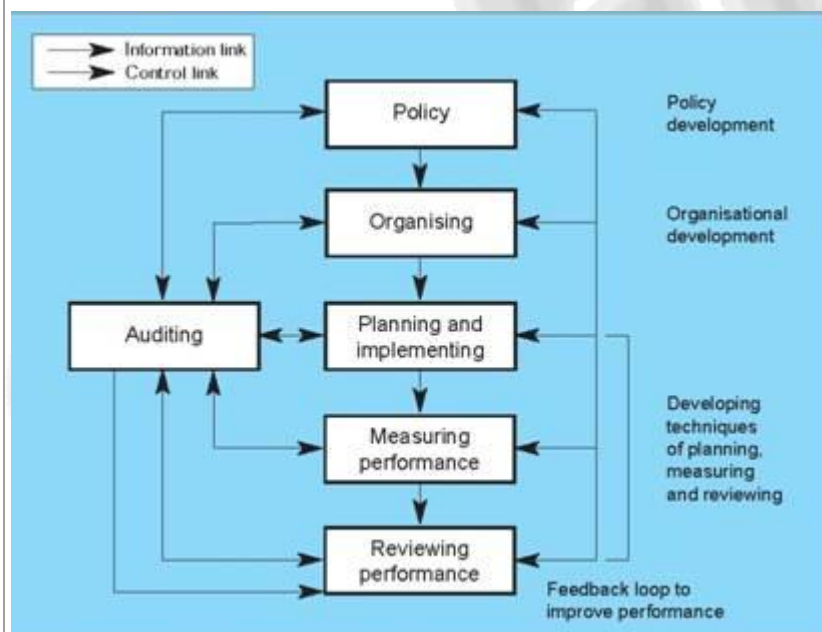**Key elements of successful health and safety management.**

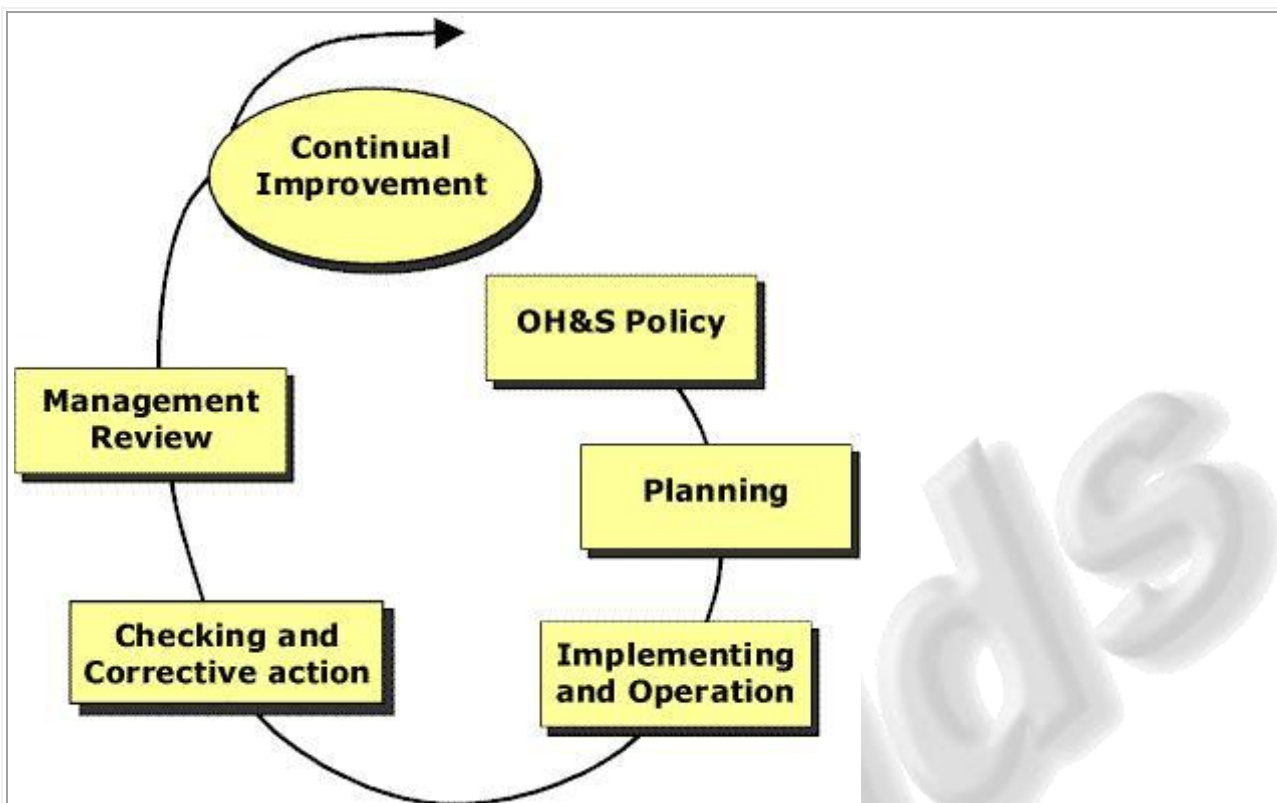**Figure 1.** Taken from Successful Health and Safety Management (HSG65).

Figure 2.

As is clear from the two diagrams above, no matter which management system you use, the systems comprise the same elements which are necessary to successfully manage health and safety:

- Setting policy.
- Organising.
- Planning and implementating.
- Evaluation (monitoring, measurement, investigation).
- Auditing.
- Action for improvement (preventative & corrective action; continual improvement.

Why manage health and safety?

As we mentioned earlier, every working day in Great Britain at least one person is killed and over six thousand are injured at work. Every year, three-quarters of a million people take time off work because of what they regard as work-related illness. About 30 million work days are lost as a result.

Accidents and ill-health are costly to workers and their families. They can also hurt companies because, in addition to the costs of personal injuries, they may incur far greater costs from damage to property or equipment, and lost production.

With very few exceptions, employers have to have liability insurance cover for injuries and ill-health to their employees. They will also have insurance for accidents involving vehicles and possibly third-party and buildings insurance.

However, insurance policies only cover a small proportion of the costs of accidents.

Costs not covered by insurance can include:

- Sick-pay.
- Damage or loss of product and raw materials.
- Repairs to plant and equipment.

- Overtime working and temporary labour.
- Production delays.
- Investigation time.
- Fines.

Remember the iceberg? Think of the cost of accidents, with the majority of the losses uninsured and hidden below the water line.

This section lists five steps to successful health and safety management .

Benefits to business that follow them include:

- Reduced costs of injuries, illness, property and equipment damage.
- Fewer stoppages.
- Higher output.
- Better quality.

By complying with the law and avoiding fines, the business will avoid damaging publicity. An organisation can not be a 'quality' organisation unless it applies sound management principles to health and safety.

Inspectors visiting a workplace will want to know how health and safety is managed. If an accident occurs, employers, employees, systems and procedures will come under scrutiny.

2.1.6 Setting Policy.

According to C155 Occupational Safety and Health Convention, 1981, part II (Principles of National Policy), Article 4:

- 1. Each Member shall, in the light of national conditions and practice, and in consultation with the most representative organisations of employers and workers, formulate, implement and periodically review a coherent national policy on occupational safety, occupational health and the working environment.
- 2. The aim of the policy shall be to prevent accidents and injury to health arising out of, linked with or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment.

Article 5 of the Convention states that the policy shall take account of the following main spheres of action insofar as they affect occupational safety and health and the working environment:

- (a) Design, testing, choice, substitution, installation, arrangement, use and maintenance of the material elements of work (workplaces, working environment, tools, machinery and equipment, chemical, physical and biological substances and agents, work processes);
- (b) Relationships between the material elements of work and the persons who carry out or supervise the work, and adaptation of machinery, equipment, working time, organisation of work and work processes to the physical and mental capacities of the workers;
- (c) Training, including necessary further training, qualifications and motivations of persons involved, in one capacity or another, in the achievement of adequate levels of safety and health;
- (d) Communication and co-operation at the levels of the working group and the undertaking and at all other appropriate levels up to and including the national level;
- (e) The protection of workers and their representatives from disciplinary measures as a

result of actions properly taken by them in conformity with the policy .

Article 6 states that the formulation of the policy shall indicate the respective functions and responsibilities in respect of occupational safety and health and the working environment of public authorities, employers, workers and others, taking account both of the complementary character of such responsibilities and of national conditions and practice.

The reviewing of the policy is dealt with in **Article 7** which states the situation regarding occupational safety and health and the working environment shall be reviewed at appropriate intervals, either overall or in respect of particular areas, with a view to identifying major problems, evolving effective methods for dealing with them and priorities of action, and evaluating results.

2.1.7 Occupational Safety and Health Policy.

The employer, in consultation with workers and their representatives, should set out in writing an OSH policy (also referred to as the General Statement of Policy).

This OSH Policy should be:

- (a) Specific to the organisation and appropriate to its size and the nature of its activities;
- (b) Concise, clearly written, dated and made effective by the signature or endorsement of the employer or the most senior accountable person in the organisation;
- (c) Communicated and readily accessible to all persons at their place of work;
- (d) Reviewed for continuing suitability; and
- (e) Made available to relevant external interested parties, as appropriate.

The OSH policy should include, as a minimum, the following key principles and objectives to which the organisation is committed:

- (a) Protecting the safety and health of all members of the organisation by preventing work-related injuries, ill-health, diseases and incidents;
- (b) Complying with relevant OSH national laws and regulations, voluntary programmes, collective agreements on OSH and other requirements to which the organisation subscribes;
- (c) Ensuring that workers and their representatives are consulted and encouraged to participate actively in all elements of the OSH management system; and
- (d) Continually improving the performance of the OSH management system.

The OSH management system should be compatible with or integrated in other management systems in the organisation.

2.1.8 Organising.

The employer should have overall responsibility for the protection of workers' safety and health, and provide leadership for OSH activities in the organisation.

The employer and senior management should allocate responsibility, accountability and authority for the development, implementation and performance of the OSH management system and the achievement of the relevant OSH objectives.

Structures and processes should be established which:

- (a) Ensure that OSH is a line-management responsibility which is known and accepted at all levels;

- (b) Define and communicate to the members of the organisation the responsibility, accountability and authority of persons who identify, evaluate or control OSH hazards and risks;
- (c) Provide effective supervision, as necessary, to ensure the protection of workers' safety and health;
- (d) Promote cooperation and communication among members of the organisation, including workers and their representatives, to implement the elements of the organisation's OSH management system;
- (e) Fulfill the principles of OSH management systems contained in relevant national guidelines, tailored guidelines or voluntary programmes, as appropriate, to which the organisation subscribes;
- (f) Establish and implement a clear OSH policy and measurable objectives;
- (g) Establish effective arrangements to identify and eliminate or control work-related hazards and risks, and promote health at work;
- (h) Establish prevention and health promotion programmes;
- (i) Ensure effective arrangements for the full participation of workers and their representatives in the fulfilment of the OSH policy;
- (j) Provide appropriate resources to ensure that persons responsible for OSH, including the safety and health committee, can perform their functions properly; and
- (k) Ensure effective arrangements for the full participation of workers and their representatives in safety and health committees, where they exist.

A person or persons at the senior management level should be appointed, where appropriate, with responsibility, accountability and authority for:

- (a) The development, implementation, periodic review and evaluation of the OSH management system;
- (b) Periodic reporting to the senior management on the performance of the OSH management system; and
- (c) Promoting the participation of all members of the organisation.

2.1.9 Worker Participation.

Worker participation is an essential element of the OSH management system in the organisation.

The employer should ensure that workers and their safety and health representatives are consulted, informed and trained on all aspects of OSH , including emergency arrangements, associated with their work.

The employer should make arrangements for workers and their safety and health representatives to have the time and resources to participate actively in the occupational safety and health management system in the organisation processes of organising, planning and implementation, evaluation and action for improvement of the OSH management system.

The employer should ensure, as appropriate, the establishment and efficient functioning of a safety and health committee and the recognition of workers' safety and health representatives, in accordance with national laws and practice.

2.1.10 Competence and Training.

The necessary OSH competence requirements should be defined by the employer, and arrangements established and maintained to ensure that all persons are competent to carry out the

safety and health aspects of their duties and responsibilities.

The employer should have, or should have access to, sufficient OSH competence to identify and eliminate or control work-related hazards and risks and to implement the OSH management system.

Under the arrangements referred to in paragraph 3.4.1, training programmes should:

- (a) Cover all members of the organisation, as appropriate;
- (b) Be conducted by competent persons;
- (c) Provide effective and timely initial and refresher training at appropriate intervals;
- (d) Include participants' evaluation of their comprehension and retention of the training;
- (e) Be reviewed periodically. The review should include the safety and health committee, where it exists, and the training programmes, modified as necessary to ensure their relevance and effectiveness; and
- (f) Be documented, as appropriate and according to the size and nature of activity of the organisation.

Training should be provided to all participants at no cost and should take place during working hours, if possible.

2.1.11 Occupational Safety and Health Management System Documentation.

According to the size and nature of activity of the organisation, OSH management system documentation should be established and maintained, and may cover:

- (a) The OSH policy and objectives of the organisation;

OSH competence includes [education](), work experience and training, or a combination of these.

- (b) The allocated key OSH management roles and responsibilities for the implementation of the OSH management system;
- (c) The significant OSH hazards/risks arising from the organisation's activities, and the arrangements for their prevention and control; and
- (d) Arrangements, procedures, instructions or other internal documents used within the framework of the OSH management system.

The OSH management system documentation should be:

- (a) clearly written and presented in a way that is understood by those who have to use it; and
- (b) periodically reviewed, revised as necessary, communicated and readily accessible to all appropriate or affected members of the organisation.

OSH records should be established, managed and maintained locally and according to the needs of the organisation. They should be identifiable and traceable, and their retention times should be specified.

Workers should have the right to access records relevant to their working environment and health, while respecting the need for confidentiality.

OSH records may include:

- (a) Records arising from the implementation of the OSH management system;
- (b) Records of work-related injuries, ill-health, diseases and incidents;

- (c) Records arising from national laws or regulations dealing with OSH ;
- (d) Records of workers' exposures, surveillance of the working environment and workers' health; and
- (e) The results of both active and reactive monitoring.

2.1.12 Communication.

Arrangements and procedures should be established and maintained for:

- (a) Receiving, documenting and responding appropriately to internal and external communications related to OSH ;
- (b) Ensuring the internal communication of OSH information between relevant levels and functions of the organisation; and
- (c) Ensuring that the concerns, ideas and inputs of workers and their representatives on OSH matters are received, considered and responded to.

2.1.13 Planning and Implementing.

The organisation's existing OSH management system and relevant arrangements should be evaluated by an initial review, as appropriate. In the case where no OSH management system exists, or if the organisation is newly-established, the initial review should serve as a basis for establishing an OSH management system.

The initial review should be carried out by competent persons, in consultation with workers and/or their representatives, as appropriate.

It should:

- (a) Identify the current applicable national laws and regulations, national guidelines, tailored guidelines, voluntary programmes and other requirements to which the organisation subscribes;
- (b) Identify, anticipate and assess hazards and risks to safety and health arising from the existing or proposed work environment and work organisation; and
- (c) Determine whether planned or existing controls are adequate to eliminate hazards or control risks; and
- (d) Analyse the data provided from workers' health surveillance.

The result of the initial review should:

- (a) Be documented;
- (b) Become the basis for making decisions regarding the implementation of the OSH management system; and
- (c) Provide a baseline from which continual improvement of the organisation's OSH management system can be measured.

The purpose of planning should be to create an OSH management system that supports:

- (a) As the minimum, compliance with national laws and regulations;
- (b) The elements of the organisation's OSH management system; and
- (c) Continual improvement in OSH performance.

Arrangements should be made for adequate and appropriate OSH planning, based on the results of the initial review, subsequent reviews or other available data.

These planning arrangements should contribute to the protection of safety and health at work, and should include:

- (a) A clear definition, priority setting and quantification, where appropriate, of the organisation's OSH objectives;
- (b) The preparation of a plan for achieving each objective, with defined responsibility and clear performance criteria indicating what is to be done by whom and when;
- (c) The selection of measurement criteria for confirming that the objectives are achieved; and
- (d) The provision of adequate resources, including human and financial resources and technical support, as appropriate.

The OSH planning arrangements of the organisation should cover the development and implementation of all the OSH management system elements.

2.1.14 Occupational Safety and Health Objectives.

Consistent with the OSH policy and based on the initial or subsequent reviews, measurable OSH objectives should be established, which are:

- (a) Specific to the organisation, and appropriate to and according to its size and nature of activity;
- (b) Consistent with the relevant and applicable national laws and regulations, and the technical and business obligations of the organisation with regard to OSH;
- (c) Focused towards continually improving workers' OSH protection to achieve the best OSH performance;
- (d) Realistic and achievable;
- (e) Documented and communicated to all relevant functions and levels of the organisation; and
- (f) Periodically evaluated and - if necessary - updated.

2.1.15 Hazard Prevention.

Prevention and control measures.

Hazards and risks to workers' safety and health should be identified and assessed on an ongoing basis.

Preventive and protective measures should be implemented in the following order of priority:

- (a) Eliminate the hazard/risk;
- (b) Control the hazard/risk at source through the use of engineering controls or organisational measures;
- (c) Minimise the hazard/risk by the design of safe work systems, which include administrative control measures; and
- (d) Where residual hazards/risks cannot be controlled by collective measures, the employer should provide for appropriate personal protective equipment, including clothing, at

no cost, and should implement measures to ensure its use and maintenance.

Hazard prevention and control procedures or arrangements should be established and should:

- (a) Be adapted to the hazards and risks encountered by the organisation;
- (b) Be reviewed and modified if necessary on a regular basis;
- (c) Comply with national laws and regulations, and reflect good practice; and
- (d) Consider the current state of knowledge, including information or reports from organisations such as labour inspectorates, occupational safety and health services and other services as appropriate.

2.1.16 Management of Change.

The impact on OSH of internal changes (such as those in staffing or due to new processes, working procedures, organisational structures or acquisitions) and of external changes (for example, as a result of amendments of national laws and regulations, organisational mergers, and developments in OSH knowledge and technology) should be evaluated and appropriate preventative steps taken prior to the introduction of changes.

A workplace hazard identification and risk assessment should be carried out before any modification or introduction of new work methods, materials, processes or machinery. Such assessment should be done in consultation with - and involving - workers and their representatives, and the safety and health committee, where appropriate.

The implementation of a "decision to change" should ensure that all affected members of the organisation are properly-informed and trained.

2.1.17 Emergency Prevention, Preparedness and Response.

Emergency prevention, preparedness and response arrangements should be established and maintained. These arrangements should identify the potential for accidents and emergency situations, and address the prevention of OSH risks associated with them. The arrangements should be made according to the size and nature of activity of the organisation.

They should:

- (a) Ensure that the necessary information, internal communication and coordination are provided to protect all people in the event of an emergency at the worksite;
- (b) Provide information to, and communication with, the relevant competent authorities, and the neighbourhood and emergency response services;
- (c) Address first-aid and medical assistance, firefighting and evacuation of all people at the worksite; and
- (d) Provide relevant information and training to all members of the organisation, at all levels, including regular exercises in emergency prevention, preparedness and response procedures.

Emergency arrangements should be established in cooperation with external emergency services and other bodies where applicable.

2.1.18 Procurement.

Procedures should be established and maintained to ensure that:

- (a) Compliance with safety and health requirements for the organisation is identified, evaluated and incorporated into purchasing and leasing specifications;
- (b) National laws and regulations and the organisation's own OSH requirements are identified prior to the procurement of goods and services; and
- (c) Arrangements are made to achieve conformance to the requirements prior to their use.

2.1.19 Contracting.

Arrangements should be established and maintained for ensuring that the organisation's safety and health requirements, or at least the equivalent, are applied to contractors and their workers.

Arrangements for contractors working on site should:

- (a) Include OSH criteria in procedures for evaluating and selecting contractors;
- (b) Establish effective ongoing communication and coordination between appropriate levels of the organisation and the [contractor](#) prior to commencing work. This should include provisions for communicating hazards and the measures to prevent and control them;
- (c) Include arrangements for reporting of work-related injuries, ill-health, diseases and incidents among the contractors' workers while performing work for the organisation;
- (d) Provide relevant workplace safety and health hazard awareness and training to contractors or their workers prior to commencing work and as work progresses, as necessary;
- (e) Regularly monitor OSH performance of contractor activities on site; and
- (f) Ensure that on-site OSH procedures and arrangements are followed by the contractor(s).

2.1.20 Evaluation (monitoring, review, measurement, investigation).

Procedures to monitor, measure and record OSH performance on a regular basis should be developed, established and periodically reviewed. Responsibility, accountability and authority for monitoring at different levels in the management structure should be allocated.

The selection of performance indicators should be according to the size and nature of activity of the organisation and the OSH objectives.

Both qualitative and [quantitative measures](#) appropriate to the needs of the organisation should be considered.

These should:

- (a) Be based on the organisation's identified hazards and risks, the commitments in the OSH policy and the OSH objectives; and
- (b) Support the organisation's evaluation process, including the management review.

[Performance monitoring](#) and measurement should:

- (a) Be used as a means of determining the extent to which OSH policy and objectives are being implemented and risks are controlled;
- (b) Include both active and reactive monitoring, and not be based only upon work-related injury, ill-health, disease and incident statistics; and

- (c) Be recorded.

Monitoring should provide:

- (a) Feedback on OSH performance;
- (b) Information to determine whether the day-to-day arrangements for hazard and risk identification, prevention and control are in place and operating effectively; and
- (c) The basis for decisions about improvement in hazard identification and [risk control](#), and the OSH management system.

[Active monitoring](#) should contain the elements necessary to have a proactive system and should include:

- (a) Monitoring of the achievement of specific plans, established performance criteria and objectives;
- (b) The systematic [inspection](#) of work systems, premises, plant and equipment;
- (c) Surveillance of the working environment, including work organisation;
- (d) Surveillance of workers' health, where appropriate, through suitable medical monitoring or follow-up of workers for early detection of signs and symptoms of harm to health in order to determine the effectiveness of prevention and control measures; and
- (e) Compliance with applicable national laws and regulations, collective agreements and other commitments on OSH to which the organisation subscribes.

Reactive monitoring should include the identification, reporting and investigation of:

- (a) Work-related injuries, ill-health (including monitoring of aggregate sickness absence records), diseases and incidents;
- (b) Other losses, such as damage to property;
- (c) Deficient safety and health performance and OSH management system failures; and
- (d) Workers' rehabilitation and health-restoration programmes.

2.1.21 Investigation of Work-Related Injuries, Ill Health, Diseases and Incidents, and their Impact on Safety and Health Performance.

The investigation of the origin and underlying causes of work-related injuries, ill-health, diseases and incidents should identify any failures in the **OSH management system** and *should* be documented.

Such investigations should be carried out by competent persons, with the appropriate participation of workers and their representatives.

The results of such investigations should be communicated to the safety and health committee, where it exists, and the committee should make appropriate recommendations.

The results of investigations, in addition to any recommendations from the safety and health committee, should be communicated to appropriate persons for corrective action, included in the management review and considered for continual improvement activities.

The corrective action resulting from such investigations should be implemented in order to avoid repetition of work-related injuries, ill-health, diseases and incidents.

Reports produced by external investigative agencies, such as inspectorates and social insurance institutions, should be acted upon in the same manner as internal investigations, taking into account issues of confidentiality.

2.1.22 Audit.

Arrangements to conduct periodic audits are to be established in order to determine whether the OSH management system and its elements are in place, adequate, and effective in protecting the safety and health of workers and preventing incidents.

An [audit](#) policy and programme should be developed, which includes a designation of auditor competency, the audit scope, the [frequency](#) of audits, audit methodology and reporting.

The audit includes an evaluation of the organisation's OSH management system elements or a subset of these, as appropriate.

The audit should cover:

- (a) OSH policy;
- (b) Worker participation;
- (c) Responsibility and accountability;
- (d) Competence and training;
- (e) OSH management system documentation;
- (f) Communication;
- (g) System planning, development and implementation;
- (h) Prevention and control measures;
- (i) Management of change;
- (j) Emergency prevention, preparedness and response;
- (k) Procurement;
- (l) Contracting;
- (m) Performance monitoring and measurement;
- (n) Investigation of work-related injuries, ill-health, diseases and incidents, and their impact on safety and health performance;
- (o) Audit;
- (p) Management review;
- (q) Preventative and corrective action;
- (r) Continual improvement; and
- (s) Any other audit criteria or elements that may be appropriate.

The audit conclusion should determine whether the implemented OSH management system elements or a subset of these:

- (a) Are effective in meeting the organisation's OSH policy and objectives;
- (b) Are effective in promoting full worker participation;
- (c) Respond to the results of OSH performance evaluation and previous audits;
- (d) Enable the organisation to achieve compliance with relevant national laws and regulations; and
- (e) Fulfill the goals of continual improvement and best OSH practice.

Audits should be conducted by competent persons (internal or external to the organisation) who are independent of the activity being audited.

The audit results and audit conclusions should be communicated to those responsible for corrective action.

Consultation on selection of the auditor and all stages of the workplace audit, including analysis of results, are subject to worker participation, as appropriate.

2.1.23 Management Review.

Management reviews should:

- (a) Evaluate the overall strategy of the OSH management system to determine whether it meets planned performance objectives;
- (b) Evaluate the OSH management system's ability to meet the overall needs of the organisation and its stakeholders, including its workers and the regulatory authorities;
- (c) Evaluate the need for changes to the OSH management system, including OSH policy and objectives;
- (d) Identify what action is necessary to remedy any deficiencies in a timely manner, including adaptations of other aspects of the organisation's management structure and performance measurement;
- (e) Provide the feedback direction, including the determination of priorities, for meaningful planning and continual improvement;
- (f) Evaluate progress towards the organisation's OSH objectives and corrective action activities; and
- (g) Evaluate the effectiveness of follow-up actions from earlier management reviews.

The frequency and scope of periodic reviews of the OSH management system by the employer or the most senior accountable person should be defined according to the organisation's needs and conditions.

The management review should consider:

- (a) The results of work-related injuries, ill-health, diseases and incident investigations, performance monitoring and measurement and audit activities and
- (b) Additional internal and external inputs as well as changes, including organisational changes, that could affect the OSH management system.

The findings of the management review should be recorded and formally communicated to:

- (a) The persons responsible for the relevant element(s) of the OSH management system so that they may take appropriate action; and
- (b) The safety and health committee, workers and their representatives.

2.1.24 Action for improvement (preventive and corrective action).

Arrangements should be established and maintained for preventative and corrective action resulting from OSH management system performance monitoring and measurement, OSH management system audits and management reviews.

These arrangements should include:

- (a) Identifying and analysing the root causes of any non-conformities with relevant OSH regulations and/or OSH management systems arrangements; and
- (b) Initiating, planning, implementing, checking the effectiveness of and documenting corrective and preventative action, including changes to the OSH management system itself.

When the evaluation of the OSH management system or other sources show that preventative and protective measures for hazards and risks are inadequate or likely to become inadequate, the measures should be addressed according to the recognised hierarchy of prevention and control measures, and completed and documented, as appropriate and in a timely manner.

2.1.25 Continual Improvement.

Arrangements should be established and maintained for the continual improvement of the relevant elements of the OSH management system and the system as a whole.

These arrangements should take into account:

- (a) The OSH objectives of the *organisation;*
- (b) The results of hazard and risk identifications and assessments;
- (c) The results of performance monitoring and measurements;
- (d) The investigation of work-related injuries, diseases, ill- health and incidents and the results and recommendations of audits;
- (e) The outcomes of the management review;
- (f) The recommendations for improvement from all members of the *organisation,* including the safety and health committee, where it exists;
- (g) Changes in national laws and regulations, voluntary programmes and collective agreements;
- (h) New relevant information; and
- (i) The results of health protection and promotion programmes.

The safety and health processes and performance of the *organisation* should be compared with others in order to improve health and safety performance.

Figure 1.

2.1.26 Benchmarking.

Indicators of success should be set; however, it may be necessary to set benchmarks alongside the aims and objectives to ensure that the policy is on track and heading in the right direction.

Some companies choose to measure the performance of their policy against the performance of a similar company, but within the same industry.

2.2 Purpose & Importance of Setting Policy for Health & Safety.

Role of the health and safety policy.

The role of the health and safety policy in the organisation is to provide direction.

The HSE publication HSG65: Successful Health and Safety Management states:

Effective health and safety policies set a clear direction for the organisation to follow. They contribute to all aspects of business performance as part of a demonstrable commitment to continuous improvement.

A policy guides the organisation so that aims can be satisfied and that standards are maintained. A clear statement of the organisations health and safety objectives and a commitment to improving health and safety performance should be produced by employers in consultation with their employees.

ILO Occupational Safety and Health Recommendation R164.

IV. Action at the Level of the undertaking.

14. Employers should, where the nature of the operations in their undertakings warrants it, be required to set out in writing their policy and arrangements in the field of occupational safety and health, and the various responsibilities exercised under these arrangements, and to bring this information to the notice of every worker, in a language or medium the worker readily understands.

2.3 Key Features & Content of Effective Health & Safety Policy.

The health and safety policy consists of three main sections:

- **1. Statement of intent**. A general statement of management commitment to and the overall aims of the organisation in terms of health and safety performance.
- **2. Organisation**. Details of the organisation including information on the structure, roles, relationships and responsibilities of individuals.
- **3. Arrangements.** Arrangements to control the organisations risks - specifies the arrangements for achieving general and specific aims for health and safety.

Guidelines on occupational safety and health management systems ILO-OSH 2001.

- **3.1. Occupational safety and health policy.**
- **3.1.1. The employer, in consultation with workers and their representatives, should set out in writing an OSH policy, which should be:**
  - (a) Specific to the organization and appropriate to its size and the nature of its activities;
  - (b) Concise, clearly written, dated and made effective by the signature or endorsement of the employer or the most senior accountable person in the organization;
  - (c) Communicated and readily accessible to all persons at their place of work;
  - (d) Reviewed for continuing suitability; and

- o (e) Made available to relevant external interested parties, as appropriate.

http://www.ilo.org/public/english/region/afpro/cairo/downloads/wcms_107727.pdf

Duty to formulate safety and health policy - Malaysia Occupational Safety and Health Act 1994.

16. Except in such cases as may be prescribed, it shall be the duty of every employer and every self-employed person to prepare and as often as may be appropriate revise a written statement of his general policy with respect to the safety and health at work of his employees and the organization and arrangements for the time being in force for carrying out that policy, and to bring the statement and any revision of it to the notice of all of his employees.

U.K. Health and Safety at Work etc. Act 1974.

General duties.

- 2: General duties of employers to their employees.
- 2(3): Except in such cases as may be prescribed, it shall be the duty of every employer to prepare and as often as may be appropriate revise a written statement of his general policy with respect to the health and safety at work of his employees and the organisation and arrangements for the time being in force for carrying out that policy, and to bring the statement and any revision of it to the notice of all of his employees.

In the U.K. employers with five or more employees, must have a written health and safety policy statement.

2.3.1 Aims of Organisation for Health & Safety Performance.

Overall aims of the organisation in terms of health and safety performance.

The ILO document "Guidelines on Occupational safety and Health Management Systems" suggests the health and safety policy should include, as a minimum, the following principles and objectives to which an organisation should be committed.

3.1.2. The OSH policy should include, as a minimum, the following key principles and objectives to which the organization is committed:

- (a) protecting the safety and health of all members of the organization by preventing work-related injuries, ill health, diseases and incidents;
- (b) complying with relevant OSH national laws and regulations, voluntary programmes, collective agreements on OSH and other requirements to which the organization subscribes;
- (c) ensuring that workers and their representatives are consulted and encouraged to participate actively in all elements of the OSH management system; and
- (d) continually improving the performance of the OSH management system.

3.1.3. The OSH management system should be compatible with or integrated in other management systems in the organization.

http://www.ilo.org/public/english/region/afpro/cairo/downloads/wcms_107727.pdf.

The policy statement should be signed by the senior member of the management team to emphasise the commitment to the policy, and to show the level of authority or importance that is given to the document. The dating of the document assists with review.

The aims of the policy statement should provide a framework for setting and reviewing objectives. Overall aims should be translated into objectives that are set for the organisation and key indi-

viduals.

Health and safety objectives should be set out as quantifiable targets in line with other business objectives. Often targets include the number of accidents occurring within the organisation.

Other proactive targets include:

- Manager training completed.
- Number of risk assessments conducted.

Benchmarking was discussed earlier in this element, where performance can be compared against other organisations.

2.3.2 Defining Health & Safety Roles & Responsibilities of Individuals.

Health and safety responsibilities should be defined often in the form of an organisational chart (organigram).

This should include:

- Allocation of responsibilities.
- Lines of communication.
- Feedback loops.
- Role of line managers in influencing health and safety policy and monitoring effectiveness.

2.3.3 Specifying Arrangements for Achieving General & Specific Aims.

Health and safety arrangements.

Arrangements need to be specified for the planning and organising, controlling hazards, consultation, communication and montiroing complaince with, and assessing the effectiveness of, the arrangements to implement the health and safety policy.

Health and safety arrangements can be grouped under two headings, 'general' or 'specific'.

General arrangements:

- Consultation.
- Accident, ill-health and incident reporting.
- Communication.
- Competence.
- Hazard reporting.
- Monitoring compliance.
- Allocation of finance for helath and safety.
- Organising.
- Planning.
- Control of hazards – risk assessments.

Specific arrangements:

- Work at height.
- Fire.
- Electricity.

- Contractors.
- Manual handling.
- Maintenance.
- Transport.
- Substances.
- Stress.
- Maintenance.

2.3.4 Circumstances Requiring the Policy to be Reviewed.

The health and safety policy should be reviewed under the following circumstances:

- 1. Passage of time.
- 2. Technological.
- 3. Organisation.
- 4. Legal changes.
- 5. Results and monitoring.

2.3.5 Standards & Guidance Relating to Health & Safety Policy.

In the UK it is a mandatory requirement under the **Health and Safety at Work etc. Act 1974 Section 2(3)**. Also the Malaysian Occupational Safety and Health Act 1994, **Section 16:** Duty to formulate safety and health policy.

OHSAS 18002: Guidelines on occupational safety and health management systems.
ILO- Guidelines on Occupational Safety and Health Management Systems (ILO-OSH 2001.

Guidance produced at the National Level:

- UK's HSE publication HSG65 Successful Health and Safety Management.
- Malaysia – Guidelines on Occupational Safety and Health Management Systems.

Question 1.

Guidelines on OSH management systems have been developed by .....

Multiple Choice (HP)

Answer 1:	Health & Safety Executive
Response 1:	
Jump 1:	This page
Answer 2:	Member States
Response 2:	
Jump 2:	This page
Answer 3:	International Labour Organisation (ILO)
Response 3:	

Jump 3:	Next page

Question 2.	
Compliance with OSH requirements are the responsibility and duty of the employer.	
True/False (HP)	
Answer 1:	True
Response 1:	
Jump 1:	Next page
Answer 2:	False
Response 2:	
Jump 2:	This page

Question 3.	
The OSH policy should be	
Multiple Choice (HP)	
Answer 1:	Communicated and readily accessible to all present at work
Response 1:	
Jump 1:	This page
Answer 2:	Reviewed for continuing suitability
Response 2:	
Jump 2:	This page
Answer 3:	Specific to the organisation
Response 3:	
Jump 3:	This page
Answer 4:	All of the above
Response 4:	
Jump 4:	Next page

Question 4.	
The OSH management system should be compatible with or integrated in other management systems.	
True/False (HP)	
Answer 1:	True
Response 1:	
Jump 1:	Next page
Answer 2:	False
Response 2:	

Jump 2:	This page

Question 5.

In regards the OSH system and all its aspects, the employer should ensure workers and their safety representatives are......

Multiple Choice (HP)

Answer 1:	Trained
Response 1:	
Jump 1:	This page
Answer 2:	Informed
Response 2:	
Jump 2:	This page
Answer 3:	Consulted
Response 3:	
Jump 3:	This page
Answer 4:	All of the above
Response 4:	
Jump 4:	Next page

Question 6.

OSH compliance should be incorporated into purchasing and leasing specifications.

True/False (HP)

Answer 1:	True
Response 1:	
Jump 1:	Next page
Answer 2:	False
Response 2:	
Jump 2:	This page

Question 7.

OSH performance monitoring and measuring is used as a means of determining the extent to which policy and objectives are being implemented and risks controlled.

True/False (HP)

Answer 1:	True
Response 1:	
Jump 1:	Next page
Answer 2:	False
Response 2:	

Jump 2:	This page

Question 8.

The circumstances that may lead to a review of the health and safety policy, include a passage of time, technological, organisational or legal changes.

True/False (HP)

Answer 1:	True
Response 1:	
Jump 1:	Next page
Answer 2:	False
Response 2:	
Jump 2:	This page

Question 9.

Some companies choose to measure their OSH performance by benchmarking against the performances of a similar company within the same industry.

Multiple Choice (HP)

Answer 1:	True
Response 1:	
Jump 1:	Next page
Answer 2:	False
Response 2:	
Jump 2:	This page

Question 10.

Please select the correct missing words, in order, for the below sentence.

The drawing up of a health and _____ policy is the beginning of _____ of the _____ to Safety and _____ at _____ .

Jumbled Sentence (HP)

Answer 1:	safety commitment employer health work
Response 1:	
Jump 1:	Next page

2.3.6 An Example Policy.

An Example Policy.

ABC Company Opening Policy Statement.

This statement is issued in accordance with the Health & Safety at Work etc Act 1974 and other relevant statutory requirements.

In the field of health and safety, we seek to achieve the highest standards. We do not pursue this aim simply to achieve compliance with current legislation, but because it is in our best interests. The effective management of health and safety, leading to fewer accidents involving injury and time off work, is an investment which helps to achieve our purposes.

The Company recognises its legal duty under the Health and Safety at Works Act 1974 to safeguard, so far as reasonably practicable, the health and safety of all its employees, members of the public, visitors and others who may be affected by its activities and all users of its sites and premises.

The Board accept this duty and the policy of the Company continues to attach the utmost importance to these matters, as safety is a management responsibility at least equal to that of any other function.

It is the legal duty of every employee to take care of their own health and safety and that of others who may be affected by their acts or omissions, and to co-operate with management in ensuring the safety, health and welfare of fellow employees.

The Board and Management of the Company believe that, given such care and co-operation of employees, it can conduct operations in such a way that accidents and incidents can be reduced to the minimum.

We accept our responsibilities to provide a working environment that is safe and without risk to health and understand that our liabilities cannot be passed inappropriately to a third party in this respect.

We will take all reasonable and practicable steps necessary to meet with our responsibilities, paying particular attention to:

- The provision and maintenance of safe plant, equipment and `Safe Systems of Work` that are without risk to health.
- Ensuring that sufficient arrangements are in place for the safe use, storage, handling and transportation of articles and substances that are within our control.
- The provision of information, instruction, training and supervision to assist all employees and others to avoid injury and contribute positively to their own safety and health at work with a proactive culture of safety.
- The provision of a safe place of work and safe working environment that has safe access and egress and does not present risks to health and the provision of adequate and suitable welfare arrangements.
- Suitable resources have been set aside to ensure the appropriate delivery of this policy and the arrangements made within.

This policy can only be successful and effective with the co-operation of all employees and others. We therefore believe that it is the responsibility of all to perform their assigned duties and activities safely by following the safe working procedures, using appropriate equipment and reporting or correcting unsafe acts or conditions as appropriate.

This policy statement will be displayed prominently in all work areas and will be made available to

all employees. Employees will be asked to sign so that they recognise their responsibilities in matters of health & safety and agree to adhere to the policy. Any person who has a legitimate reason to have a copy of the policy can do so. This policy is available in large print.

This Health and Safety Policy will be reviewed annually by the Directors and Management, taking on board employee comments and any new legislation or practices that may affect this document.

Signed:
Dated:
Name:
Position:

2.3.7 An Example Policy Continued.

1. Roles and Responsibilities (An Example Policy).

The Managing Director has overall responsibility for health, safety and welfare. This responsibility is discharged through the General Manager. The Safety Co-ordinator has day to day responsibility for health, safety and welfare connected with all activities undertaken within the premises. The Safety Co-ordinator reports to the General Manager.

The Company is a member of the ABC Safety Group and as such has access to the services of the Group Safety Officer, who visits all sites and premises at regular intervals. Written inspection reports are made available to both the Managing Director and the Safety Co-ordinator. These reports are used to implement hazard elimination or risk reduction actions and support the company's proactive measures.

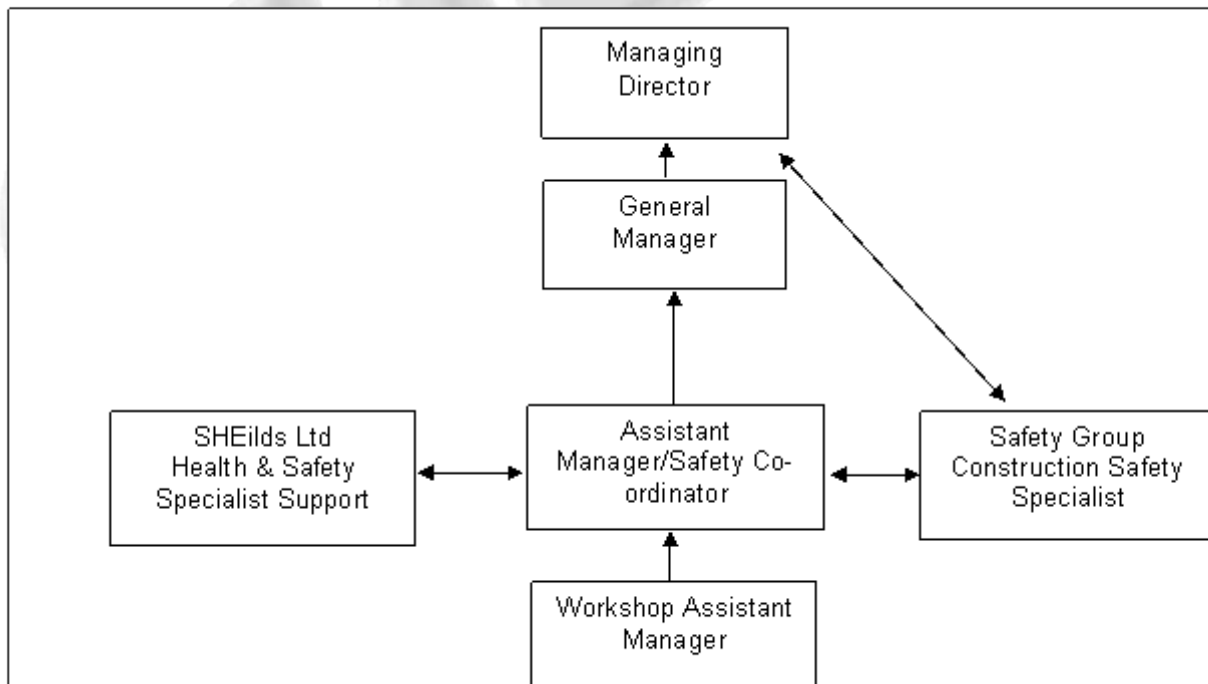## ABC Company profile for health, safety and welfare arrangements.

Figure 1.

2. Special Arrangement.

The Assistant Manager has had a second duty placed on him. This duty is to act as the Safety Co-ordinator for works activities at the ABC Company Offices and Workshops.

SHEilds Ltd is a Health, Safety and Environmental consultancy company based in Hull. SHEilds Ltd will act as 'safety consultants' to ABC Company, in accordance with The Management of Health & Safety at Work Regulations 1999, Regulation 7.

SHEilds Ltd will work with the Safety Co-ordinator and other staff over the next twelve months to assist in implementing this policy and the safety measures made within it. The intention is to build capacity within ABC Company with regards to health and safety.

2.3.8 An Example Policy Continued.

Arrangements & Responsibilities (An Example Policy).

3. Health and Safety at Work: Detail of Policy.

The following statements can be referenced as the essence of our health and safety policy.

4. ABC Company will:

- Provide a healthy and safe working environment with good working conditions in all premises under our control, so far as is reasonably practicable.
- Make provision to ensure that employees and others as appropriate are aware of any risks to their health and/or safety resulting from our work activities.
- Establish and maintain working procedures and practices to eliminate or adequately control risks to health and or safety.
- Ensure the provision of sufficient and appropriate advice, information, instruction, supervision and training in health and safety matters to all employees commensurate with their work activities.
- Ensure that any relevant legislation, regulation and codes of practice are observed and implemented and ensure that employees are informed as appropriate.
- Promote health and safety matters to employees and ensure that safety awareness and a responsible, thoughtful attitude exist.

5. Management & Employees' commitment to health and safety.

We can only carry out the duties within this document with the support and appropriate actions of all employees, each of whom has a personal responsibility, in particular:

- To take care of their own health and safety and that of others while at work and while undertaking work activities;
- To comply and co-operate with any statutory (legal) requirements imposed on us and not to interfere with or misuse anything provided in the interests of health, safety and welfare.

Our financial budgets allow us to provide the necessary resources, time and expertise, to deliver the arrangements made in this policy.

6. Contractors.

Contractors employed by us must comply with this policy, regulations, codes of practice, and the Health and Safety at Work etc Act 1974. This will be made clear when contracts or orders are submitted. Contractors will be vetted to ensure that they are compliant with pertinent statutory requirements. Matters relating to this will be monitored to ensure compliance and correct any omissions. The Safety Co-ordinator will ensure that this arrangement is in place and operating appropriately.

We will vet contractors that are employed by us and keep records of their arrangements in matters relating to health & safety. Contractors will be vetted prior to engagement.

Contractors who fall short of our safety standards will not be engaged by us.

7. Induction & Safety Training.

New Employees will receive induction safety training and our health & safety policy will be explained on their first day of work with us. Aspects covered will include awareness of first aid provision, fire and emergency procedures, hazards identified in their duties etc. All new employees will receive a copy of this policy to ensure an understanding of the arrangements as explained to them.

All employees will receive ongoing training as appropriate and when required, in safety matters commensurate with their work activities and their place of work. The Safety Co-ordinator will ensure that this is undertaken and that the necessary documentation is completed.

It is the responsibility of the Safety Co-ordinator to ensure safety training needs are identified and undertaken and that all documentation relating to health and safety is filed correctly.

New employees will be employed on the basis of their experience, qualifications, availability and general attitude. A pre-employment questionnaire is in place to ensure a screening process is in place. We will ensure that equal opportunities apply to all applicants.

8. Manual Handling.

We will ensure that suitable training is provided to each member of staff in safe lifting and handling techniques. As the employer, we will avoid the need for hazardous manual handling, as far as reasonably practicable. We will make assessments of each manual handling task and eliminate or reduce the risk of injury from any hazardous manual handling that cannot be avoided.

Never twist while lifting, bend your knees and keep your back straight. If in doubt get help.

9. Risk Assessment Section.

Hazard Spotting and Reporting.

It is important to the success of this policy that employees report all hazards found during the course of their work. If it is safe to do so, then the hazard should be corrected. These hazards should also be reported to the Safety Co-ordinator or other Manager. The Safety Co-ordinator will act accordingly to eliminate the hazard so far as is reasonably practicable or address control measures to reduce the risk of the hazard to an acceptable level.
Please note that hazards should not be corrected unless it is safe to do so.

A HAZARD is anything with the potential cause harm or loss.
10. Risk Assessment.

We will undertake assessments of risk that arises from our work activities in the following

way:

- Consider each activity undertaken at work.
- Identify the significant hazards.
- Assess the risks that the hazard presents.
- Eliminate the hazard or - where this is not reasonably practicable - reduce the risk to an acceptable level by implementing suitable and effective corrective or control measures.
- Monitor the arrangements.
- Review the assessments at least annually.
- All assessments with be documented.

The RISK is the [likelihood](#) or chance of a hazard causing actual harm or loss.

Risk assessments are undertaken by the Safety Co-ordinator, for our work activities and premises, in accordance with the Management of Health & Safety at Work Regulations 1999 and other statutory requirements.

These assessments can be found in the company's [health and safety file](#). Employees are encouraged to discuss these assessments. We have provided a list some of the hazards that we have identified as been most significant.

Hazards.

- Lifting & Carrying (manual handling).
- Fire.
- Traps and nips.
- Sharps.
- Falls from height.
- Falling objects.
- Electrical hazards.
- Work equipment.
- Dusty environments.
- Slips, trips and falls.
- Substances and materials.

Safe working procedures will be made available for our work activities to all employees as appropriate.

Start Safe & Finish Safe.
Before you start your day at work, consider the hazards that may be present and at the end of your working day, leave your area safe.

2.3.9 An Example Policy Continued.

11. Control of Substances Hazardous to Health.

Substance assessments required by the [COSHH](#) regulations have also been put into place.
Training and information with regards to health hazards will be provided to all employees in accordance with these regulations, paying particular attention to:

- Elimination of the need to use harmful substances.
- Substitution for a less harmful substance.
- Training in safe use of substances.

- Personal protective equipment.
- Emergency procedures.

Records will be kept and updated with regards to these assessments.

All hazard data sheets will be supplied by the manufacturers of all substances and agents used and stored by us. Information can also be gathered from the *EH40 register* and also by undertaking a *COSHH assessment*. The Safety Co-ordinator will undertake these substance assessments. The assessments will be kept in the safety manual.

When using substances such as paints, thinners or cleaning materials, read the instructions on the label and follow them. If you are concerned or unsure, seek advice and instruction on how to use it safely. Don't take risks with your health.

12. Fire Prevention & Emergency Procedures.

Procedures have been put in placed as required under *The Regulatory Reform (Fire Safety) Order 2005*, concerning fire prevention and safety, relating to fire doors, escape routes, fire notices, fire drills and the maintenance of fire extinguishers etc. All employees must ensure that they are aware of the instructions and procedures relating to fire and other emergencies at our premises.

Training will be put in place for all employees in safe escape or what to do in the event of an emergency.

In the event of a fire, raise the alarm, dial 999 and evacuate the premises. Fire extinguishers are placed at appropriate points but should only be used when/if you become trapped, unless you have been trained in fire fighting techniques. On evacuating the premises, all employees and others must report to the designated area and await further instructions.

On no account should anyone re-enter the premises until they are told it is safe to do so by the person in charge.

13. Work Equipment.

It is important that we explain the risks of machinery/work equipment in full to those who will or may use our equipment. Training and adequate supervision will be provided at all times while operating machinery or work equipment.

Never improvise, always inspect and check for faults and never take chances when working at height.

14. Safe Plant & Work Equipment.

We will ensure that access equipment is safe and adequately maintained. Persons using the access equipment will be competent and trained to use it as required. All access equipment will be suitable, intact and comply with UK and EU requirements and bear any Health & Safety warning. Any access equipment found to be in any way defective must be reported immediately and removed from the work place.

- All access equipment will be checked by a competent person.
- Never use ladders, steps, tower system or any access equipment that is faulty or is not fit for use.
- Report the fault immediately.

15. Machinery.

We operate many types of machinery that are designed for different purposes. These machines, if used inappropriately or by persons who are inexperienced or who have not been trained, present significant risks of harm. We will ensure, through appropriate levels of maintenance and inspection, that all risks are reduced to the lowest levels.

- Only employees who have received training and who are experienced operators shall operate such machinery.
- Guards must be in place while the machinery is in operation.
- The appropriate Personal Protective Equipment (PPE) must be worn at all times while the machine is being operated.
- Employees must not improvise, modify or alter the machine for any reason.
- The machine must only be used for the purposes for which it is designed.
- Employees must not distract a machinery operator while they are operating a machine.
- Machine operators must undertake daily checks prior to the start of work on the machine they are operating.
- Any faults or defects identified by any person must be reported to either their line manager or the Safety Co-ordinator immediately.

The Safety Co-ordinator will monitor these arrangements and keep records of faults and maintenance requirements.

Use the equipment for the purpose for which it is designed. Never improvise.

16. Display Screen Equipment.

All Display Screen Equipment (DSE) will be assessed annually. This may take the form of an operator assessment or be undertaken by either the Safety Co-ordinator or another competent person.

It is important that operators of DSE understand the risks to their health while operating the equipment for long periods. Upper Limb Disorders, Carpal Tunnel Syndrome and Repetitive Strain Injury can result from prolonged use of DSE.

Operators should take regular breaks, undertaking others tasks away from the equipment as planned by their manager.

It is important that:

- The chair is able to swivel, and can be adjusted in height and is stable.
- The Display screen can tilt and swivel, and that reflection is at a minimum.
- The key board is tactile and stable, and that you can rest your wrists.
- That the work area is free from clutter and the desk is at a suitable height.
- Local lighting must be at a suitable level.

Operators should be aware that if they have any concerns with regards to DSE, they should discuss these with their line manager.

17. Electrical Equipment.

All electrical equipment will be inspected and maintained regularly for the risk of electrical hazards. A Competent Person will carry out all testing of electrical equipment; the dates of testing will be entered into the asset register.

- Electrical installations used will be of the correct [voltage](#) and suitable for the job to be undertaken. Portable electric tools are to be 110v, intact, correctly earthed and insulated. Electrical equipment must be visually examined every time it is handled.
- Electrical equipment will be tested at least every twelve months by a competent person and a record will be kept of this. The Safety Co-ordinator will ensure that this is undertaken.
- **Electrical shocks can kill. Always visually inspect electrical equipment before use. Always use the appropriate equipment in the appropriate environment.**

18. Personal Protective Equipment.

Where the Risk Assessment shows that it is required, it is our policy to provide adequate and suitable Personal Protective Equipment and Protective Clothing for health and safety purposes.

It is the employee's responsibility to wear, store and look after the PPE. Employees must report faults in the PPE, or asked for a replacement as this becomes necessary.

19. Safety Signs.

Safety Signs are in place throughout our offices and workshops. Employees must abide by the signs. This will be monitored and any person found not to be complying may be subject to a disciplinary procedure.

20. New or Expectant Mothers.

New and Expectant Mothers are required under *Regulation 18* of *The Management of Health and Safety at Work Regulations 1999* to inform their employers of their condition. Therefore, employees are asked to inform us of this fact, early in the pregnancy. A legal requirement is placed on us to ensure that a risk assessment is undertaken and a safe method of work is established.

21. Accidents & First Aid.

All employees who sustain injury at work must obtain treatment and report the circumstances of the accident to the Safety Co-ordinator. Accidents must be recorded in the accident book.

The first aid box can be located in the following areas:

The accident book can be located within the first aid boxes.
First aiders are : _____

Located at : _____
Reporting accidents is a method of accident prevention. If we are aware of how accidents happen, then we can reduce the risk of the same or similar type of accident occurring again. It is important that all accidents are reported promptly.

22. [RIDDOR](#) (1995).

For accidents, ill-health and incidents reportable under *The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995*, suitable arrangements are in place. The Safety Co-ordinator will ensure that all reportable incidents/accidents are reported in line with the regulations. Employees requiring further details of RIDDOR may gain this information from the Safety Co-ordinator.

23. Accident Investigation.

All accidents and incidents will be investigated to establish cause and prevent re-occurrence. We have a no-blame culture in place and will always look for the root cause of accidents and incidents. A detailed written report will be made in the event of a reportable accident as required under **RIDDOR 95**.

Employees should report near-miss accidents. Reporting a near-miss is important and may prevent an accident in the future.

24. Health Surveillance.

The Management of Health & Safety at Work Regulations 1999 require that health surveillance should be appropriate to the risks identified in the assessments. Our arrangements meet this requirement. Confidentiality is taken very seriously. Information that is likely to be confidential will only be used with the express permission of those employees involved and for the purpose as discussed.

2.3.10 An Example Policy Continued (Final Page).

25. Health Questionnaires

All new employees will be required to complete a health survey form. This arrangement will not infringe on the confidentiality required for such matters. There is no legal reason for the employee to disclose such information. However HASWA requires the co-operation of employees and others in matters relating to health and safety at work. It is in the interests of the individual's and others' health and safety that this arrangement is in place. We ask that any ill-health matters are reported promptly.

Don't let an ill-health issue become a disability. Discuss the matter with your line Manager or the Safety Co-ordinator.

26. Consultation & Promotion

The sharing of information with regards to health and safety is vital to the success of this policy. It is also a statutory requirement (see HASWA). The Safety Co-ordinator will ensure that matters relating to this policy are shared with others as appropriate.

Consultation with employees is undertaken both formally and informally. Employees are encouraged to take part in the decision-making process of this policy to promote a positive safety culture within ABC Company. All employees will be kept informed and briefed on all current and upcoming Health & Safety matters pertaining to both the company and their area of expertise.

27. Working Hours

In accordance with the Working Time Directive and other statutory requirements, monitoring arrangements are in place for work patterns, hours at work, recording of information etc.

28. Lone Working

The risks of working alone are well-known. It is our policy that employees should not work alone within the offices, workshops or other areas. However, it is also recognised that on some occasions, employees are asked to work alone in circumstances of start of day opening up of premises and end of day closing of premises. This does not apply to driving while on company business.

29. Inspection and Monitoring

We have in place a system for monitoring for health and safety reasons. Our vehicles, plant and machinery are inspected, serviced and maintained in line with our scheduled programme and this

adheres to the statutory requirements placed on us.

Our working environments are inspected quarterly. Each work area is inspected for hazards paying particular attention to slips, trips and fall hazards. However, all aspects of our activities are included to ensure that our working environment is safe and that our safe working practices are sufficient and adhered to.

30. Access and Egress

At all times, it must be made sure that there will be safe access and egress from the place of work; at no time will any fire escapes be blocked or locked shut. All walkways must be free of debris or any other obstruction that may hamper safe escape in the event of a fire.

If you see a blocked emergency exit you must report it immediately.

31. Supervision

In accordance with our management procedures and HASWA 1974 , section 2(2) c, employees are adequately supervised in line with their responsibilities and competence.

32. Driver Competence & Licensing/Qualification

The V&R Co-ordinator is responsible for ensuring those drivers of **company vehicles** or who drive for **business purposes** are suitably experienced and hold an appropriate, current licence(s) for the class of vehicle(s) they are to operate. Employees must report any changes that may affect either their legal status as a driver or changes to their physical/physiological health that may present a risk as a driver.

33. Police Checks

It is unlikely that we will require police checks on our employees. We will of course discuss this matter with you should it arise.

34. Disabled access to our premises

Full access audits will be reviewed for our premises and undertaken for any new premises as required. **This policy is also available in a large print format.**

Targets and Performance Indicators

We have set targets and performance indicators to enable us to measure the success of our policy.

The targets set are:

- Zero lost time accidents over the 12 month period.
- A 50 % reduction in sickness leave due to workplace illness.
- 50% reduction in hazards identified from our safety tours/inspections.

Records will be kept by the V&R Co-ordinator. A mid-point will be used to provide information to all employees with regards to our ongoing performance.

Arrangements for Reviewing and Auditing this Policy

The V&R Co-ordinator will review this policy in April 2011 in association with the management committee. This early review will be undertaken to consider safety matters arising from the company's move to new premises.

The V&R Co-ordinator will consider each aspect of the arrangements made within this policy, and audit the paper systems that support this policy. While undertaking this, each risk assessment will be reviewed and updated as required.

Daily checks are essential to your safety and the safety of others around you. Remember - start safe and finish safe.

35. This policy is subject to an annual review. The next review date is scheduled for July 2011. This early review reflects that we are planning an expansion within the next 3 months.

36. Other policies and documents are referred to in this policy. Please ask if you wish to see these supporting documents.

37. If you have concerns or questions with regards to this policy, please discuss them with you line manager. Matters will be presented to the safety committee, discussed and feedback provided.

2.3.11 Safety Management Systems.

The next page will open a 12 minute audio presentation intended to acquaint you with safety management systems. This has been produced by Transport Canada.

Please click the play button twice and ensure your speakers are switched on.

The audio file is approximately 10 megabytes in size.

2.3.12 Summary

This summary section will now refer you back to the learning outcomes and give a summary of the contents.

Explain the purpose of a health and safety policy;

The policy is divided into 3 sections:-

1. health and safety policy statement (statement of intent) - sets out managements commitment to health and safety, signed at the highest level and states what is going to be achieved - the objectives.

2. organisation section - names the person(s) or the position of the persons(s) responsible for aspects and lines of command for the management arrangements

3. arrangements section - details how the objectives in the policy statement will be met - these are usually detailed and can include:-
• Role and function of the health and safety staff.
• Allocation of funds.
• Systems used to monitor performance.
• Identification of main hazards likely to be encountered in the workplace.
• Generic risk assessment's significant findings.
• Any circumstances when specific risk assessments are required.
• Safety training.
• Design safety.
• Fire arrangements.
• Arrangements for maintaining mechanical and electrical work equipment and systems.
• Occupational health facilities.
• First aid.
• Environmental policy and monitoring.
• Purchasing policy e.g. safety noise and chemicals.
• Methods of reporting incidents and accidents and near-misses.
• Arrangements for employing contractors.
• Personal protective equipment.

• Worker consolation.
• Driver competence.
• [Permit to work](#).
• Confined spaces.
• Lone working.
• Arrangements with regards to review.
• Assistance and consultancy support.

Assess the appropriateness of an organisations health and safety policy in terms of structure and general content.

Some success indicators:
• Lowering of lost time accidents.
• Less sickness absence.
• Fewer accidents reported, or an increase in accidents reported.
• Fewer near-miss incidents reported, or an increase in near-miss reporting.
• Fewer hazards reported, or an increase in hazards reported.
• More risk assessments undertaken.
• An increase in safety training events and attendance at those events.
• Increased discussion at any safety meetings with regards to safety.
• Fewer HSE/[EHO](#) improvement notices/prohibitions.
• A reduction in staff non-compliance incidents.
• A reduction in damage to stock/materials caused by poor safety standards.

2.3.13 Glossary of terms

In these guidelines, the following terms have the meanings hereby assigned to them:

Active monitoring: The ongoing activities which check that hazard and risk preventative and protective measures, as well as the arrangements to implement the OSH management system, conform to defined criteria.

Audit: A systematic, independent and documented process for obtaining evidence and evaluating it objectively to determine the extent to which defined criteria are fulfilled. This does not necessarily mean an independent external audit (an auditor or auditors from outside the organisation).

Competent institution: A government department or other body with the responsibility to establish a national policy and develop a national framework for OSH management systems in organisations, and to provide relevant guidance.

Competent person: A person with suitable training, and sufficient knowledge, experience and skill for the performance of the specific work.

Continual improvement: Iterative process of enhancing the OSH management system to achieve improvements in overall OSH performance.

Contractor: A person or an organisation providing services to an employer at the employer's worksite in accordance with agreed specifications, terms and conditions.

Employer: Any physical or legal person that employs one or more workers.

Hazard: The inherent potential to cause injury or damage to people's health.

Hazard assessment: A systematic evaluation of hazards.

Incident: An unsafe occurrence arising out of - or in the course of - work where no [personal injury](#) is caused.

Organisation: A company, operation, firm, undertaking, establishment, enterprise, institution or association, or part of it, whether incorporated or not, public or private, that has its own functions and administration. For organisations with more than one operating unit, a single operating unit may be defined as an organisation.

OSH management system: A set of interrelated or interacting elements to establish OSH policy and objectives, and to achieve those objectives.

Reactive monitoring: Checks that failures in the hazard and risk prevention and protection control measures, and the OSH management system, as demonstrated by the occurrence of injuries, ill-

health, diseases and incidents, are identified and acted upon.

Risk: A combination of the likelihood of an occurrence of a hazardous event and the severity of injury or damage to the health of people caused by this event.

Risk assessment: The process of evaluating the risks to safety and health arising from hazards at work.

Safety and health committee: A committee with representation of workers' safety and health representatives and employers' representatives established and functioning at organisation level according to national laws, regulations and practice.

Surveillance of the working environment: A generic term which includes the identification and evaluation of environmental factors that may affect workers' health. It covers assessments of sanitary and occupational hygiene conditions, factors in the organisation of work which may pose risks to the health of workers, collective and personal protective equipment, exposure of workers to hazardous agents, and control systems designed to eliminate and reduce them. From the standpoint of workers' health, the surveillance of the working environment may focus on, but not be limited to, ergonomics, accident and disease prevention, occupational hygiene in the workplace, work organisation, and psychosocial factors in the workplace.

Worker: Any person who performs work, either regularly or temporarily, for an employer.

Workers' health surveillance: A generic term which covers procedures and investigations to assess workers' health in order to detect and identify any abnormality. The results of surveillance should be used to protect and promote the health of the individual, collective health at the workplace, and the health of the exposed working population. Health assessment procedures may include, but are not limited to, medical examinations, biological monitoring, radiological examinations, questionnaires or a review of health records.

Workers and their representatives: Where reference is made in these guidelines to workers and their representatives, the intention is that, where representatives exist, they should be consulted as the means to achieving appropriate worker participation. In some instances, it may be appropriate to involve all workers and all representatives.

Workers' representative: In accordance with the Workers' Representatives Convention, 1971 (No. 135), any person who is recognised as such by national law or practice, whether they are:

(a) trade union representatives, namely representatives designated or elected by trade unions or by members of such unions; or

(b) elected representatives, namely representatives who are freely elected by the workers of the [organisation] in accordance with provisions of national laws or regulations or of collective agreements and whose functions do not include activities which are recognised as the exclusive prerogative of trade unions in the country concerned.

Workers' safety and health representative: Workers' representative elected or appointed in accordance with national laws, regulations and practice to represent workers' interests in OSH issues at the workplace.

Work-related injuries, ill-health and diseases: Negative impacts on health arising from exposure to chemical, biological, physical, work-organisational and psychosocial factors at work.

Worksite: Physical area where workers need to be or to go due to their work which is under the control of an employer.

2.3.14 Example Past Exam Questions.

In order to assist you with your exams and to get a better idea of what types of questions may arise concerning this lesson, please see below some example past questions based around the content.

Outline the purpose of the 3 main sections of an organisations health and safety policy

Give reasons why the health and safety policy should be signed by the most senior person in an organisation; such as a Managing Director or Chief Executive Officer

Outline the circumstances that may give rise to a need for a health and safety policy to be reviewed

Describe the content of the general statement of intent, of a company's safety policy

Identify the issues that are typically included in the arrangements section of a Health and Safety document

Identify who would need to read a company's safety policy.

(These questions are here just for reference so there are no answers provided)